



**Commissioners**

**STEVE GAW**  
Chair

**CONNIE MURRAY**

**KELVIN L. SIMMONS**

**BRYAN FORBIS**

**ROBERT M. CLAYTON III**

**Missouri Public Service Commission**

**POST OFFICE BOX 360  
JEFFERSON CITY, MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://www.psc.mo.gov>**

**December 2, 2003**

**ROBERT J. QUINN, JR.**  
Executive Director

**WESS A. HENDERSON**  
Director, Utility Operations

**ROBERT SCHALLENBERG**  
Director, Utility Services

**DONNA M. PRENGER**  
Director, Administration

**DALE HARDY ROBERTS**  
Secretary/Chief Regulatory Law Judge

**DANA K. JOYCE**  
General Counsel

The Honorable Bob Holden  
Governor, State Capitol Building

Governor Holden:

The Missouri Public Service Commission continues to meet the regulatory challenges of today with energy and enthusiasm. While change is a certainty, the mission of the Public Service Commission is constant. Decisions made at the Commission must ensure that Missouri utility customers receive safe, adequate, efficient and affordable services while allowing those utility companies under our jurisdiction an opportunity to earn a reasonable return on their investment. The Commission and Staff are dedicated to fulfilling these important public interest goals.

The Commission is dedicated to providing consumer assistance. Consumers with utility questions and/or complaints are encouraged to contact the Commission at 1-800-392-4211. The PSC website at [www.psc.mo.gov](http://www.psc.mo.gov) also contains a great deal of customer information.

The Commission continues to closely monitor natural gas prices and the effect that those prices may have on Missouri consumers. The Commission held 16 town hall meetings across the state to provide detailed information on current natural gas prices and what could be store for consumers this winter. We were joined by the Missouri Department of Natural Resources, which provided energy saving tips and weatherization program information. In addition, local agency representatives provided information regarding the federal Low Income Home Energy Assistance Program (LIHEAP).

During this fiscal year, the Commission approved an agreement involving the state's largest electric company. The PSC Staff is to be commended for its work in this case. Through their efforts as well as the efforts of all parties involved in the Staff's complaint case against AmerenUE, an agreement was fashioned which brings rate reductions to customers, a commitment regarding infrastructure investment in Missouri, customer-assistance programs funded by AmerenUE shareholders as well as a rate moratorium which provides rate stability to AmerenUE customers as well as the utility. The Commission protects the public interest not only in rate cases but also by promulgating rules relating to utility conduct. This May the Missouri Supreme Court affirmed the Commission's affiliate transactions rules which establish recordkeeping requirements and oversight that will safeguard against regulated utilities subsidizing nonregulated affiliates with ratepayer funds.

The Commission continues to be an effective advocate in Washington, D.C. representing Missouri ratepayers before the Federal Energy Regulatory Commission (FERC) and the Federal Communications Commission (FCC), saving Missourians millions of dollars. The Commission continues to provide a strong voice on federal electric issues as they relate to investment in and operation of the country's electric transmission infrastructure.

I hope you will find our report to be informative. I am pleased to submit this report to you in order that you may see, in more detail, the Commission's work for the 2003 fiscal year.

Sincerely,

  
Steve Gaw